



Board of Directors Meeting Minutes

June 1, 2006

1:30 p.m. – 4:00 p.m.

Legislative Services Building

200 E. 14th Ave.

Hearing Room A, 1st Floor

Denver, CO

I. Call to Order: 1:37 p.m. Chairman Cadman

A. Roll Call

Arrowsmith, Rep. Cadman, Cooke, Feingold, Marroney, Sen. May, Sobanet, and Williams, T.

Excused: Dennis, Jenik, Picanso, and Wells

Quorum established.

B. Introduction of Audience

C. Approval of May 4, 2006 Meeting Minutes of the SIPA Board of Directors

Michael Cooke stated that her name was misspelled in a couple of places.

MOTION:

To approve the May 4, 2006 Meeting Minutes of the SIPA Board of Directors, with the assumption that the misspellings would be corrected.

May/Cooke

APPROVED UNANIMOUSLY

II. Committee Reports

A. Business Committee, Michael Cooke

No report.

B. Contracts Committee, Gregg Rippy

Gregg Rippy reported that the process of getting EGE Agreements back from agencies has been very successful. He added that progress is also being made

with Douglas County in creating a template for the county EGE Agreement. Gregg Rippy added that there continues to be misconceptions about what the EGE Agreement does and doesn't do. He explained that an EGE Agreement basically outlines how SIPA and the EGE will work together, and project details would be negotiated in subsequent task orders. He reiterated that the EGE Agreement is only a first step. Gregg Rippy stated that once the EGE's understand that the EGE Agreement is only the umbrella agreement for working together, there are very few problems.

Richard Westfall, legal counsel, agreed that good progress was being made. He stated that the EGE Agreement with the Department of Revenue was the first one, and subsequent EGE Agreements with agencies would be based on the DOR EGE Agreement template. The EGE Agreement, he explained, relates to the master contract and the self-funded model. There is also a provision for task orders, which involve state money expenditures or local government. With respect to those, additional agreements need to be in place. Richard Westfall went on to explain that the State Controller's statute contains a lot of provisions for oversight of the expenditure of state money. When negotiating with the AG and the State Controller, it was agreed that provisions would be set aside to the task order. The bare bones agreement is worked out, but now we are trying to work out the additional requirements. There will be a free-standing addendum with applicable provisions in the Controller's statutes.

Gregg Rippy added that he signed a lease for office space at 633 17th Street. Part of the agreement was a built in tenant allowance for build out of the space for 23 dollars per square foot, but the architect came back with a proposal of 31 dollars per square foot. Gregg Rippy stated that he asked the architect what could be cut to get back to the built in allowance. However, since it is such a small space, the price couldn't be decreased any more per square foot. Therefore, SIPA will pay the difference to DPA under the master lease. The anticipated savings will be at least \$1500 per month.

Discussion:

Jack Arrowsmith stated that in regards to the EGE Agreement, local government is helping to reduce paperwork by having reduced the local government EGE Agreement to two pages.

Senator May asked if the previous executive director had been taken care of and if Gregg Rippy is now being paid.

Gregg Rippy stated that the previous executive director has one more month of pay. Gregg Rippy added that he himself is now a CHFA employee and is in fact being paid.

C. Finance Committee, Henry Sobanet

Henry Sobanet deferred the report to Gregg Rippy.

Gregg Rippy stated that it is difficult to make the financial statements accurate on the first of the month, as we are usually billed a month after expenses are incurred. He stated that as soon as we receive the final numbers, the statements would be updated. Gregg Rippy added that there would be 30 more days of pay for the previous director, and therefore personnel expenses will drop next month.

Gregg Rippy stated that as we look at Colorado Interactive, the income is 37,500 dollars plus two percent of revenue per month. He stated that the revenues are exceeding projections and expenditures are less than expected. He stated that as we get to the end of the year, he is hoping the Board will adopt the extra as retained funds and go back to zero-based budgeting.

Henry Sobanet stated that what Gregg Rippy was explaining was a point of longer term planning. He stated that he would send out an email to the committee to talk about reserves and appropriate levels. He stated that risk is too low to justify a large reserve, and it doesn't make sense to set aside too much at this point. Furthermore, the longer we are up, the more depreciation, and the less risk involved.

Gregg Rippy suggested that a line item could be added for an unfunded reserve that could be amortized. Then we could see how the gap is closed.

D. Personnel Committee, Rep. Cadman

No report.

III. New Business

A. Executive Director Report, Gregg Rippy

Gregg Rippy stated that he assumed that the Chair had pushed both buttons so that the meeting was being streamed on the Internet. Gregg Rippy gave a shout out to Steve Uretsky who had asked to have SIPA meetings streamed online since he couldn't always get to the meetings. Gregg Rippy stated that he thought it was a good idea because the Board has always wanted to have full and open disclosure.

Gregg Rippy stated that he didn't want to duplicate the report that CI would be giving shortly, but he said by necessity some will be repeated. He stated that May was a very good month.

Project Report

Gregg Rippy reported that a number of EGE's have been signed, and there are a number of applications in the queue, including the four that were scored yesterday and added to the queue.

He reported that the Web content management system would be ready to go this month. OIT has been a beta site, and CI has put some pages on a static site so they can see how they work. Training begins June 15 for agencies, and the training room and trainer available for any EGE that wishes to participate.

Gregg Rippy also reported that the payment engine would be ready within a week for EGE's to utilize.

Gregg Rippy Stated that Treasury's Great Colorado Payback is live. He announced that there would be a press event for this in the near future. Currently the application is moving forward as a soft rollout. The press the application deserves has not happened yet because we wanted to make sure that there were no glitches. Hopefully a press event would be scheduled with the Governor and the Treasurer to tout the Treasurer's Office and their good efforts as well as to recognize the executive branch moving forward with eGovernment. Even if we can't get on the Governor's schedule, we will certainly have something by July 1.

Communication Activities

CIMA Conference

Gregg Rippy reported that he presented at the CIMA conference in Steamboat Springs. It was a great conference, and it was well attended.

City of Greeley, Weld County, and CCCA Conference

Gregg Rippy announced that next Friday, Colorado Interactive, Bob Feingold, Jack Arrowsmith, and Tambor Williams would be joining him in Greeley to present to the representatives from the City of Greeley and Weld County. Following that meeting, he would present to the Colorado Clerk and Records Association. The topic of discussion for this will be eRecording and other applications available to the clerk and recorders.

Colorado Digital Government Summit

Gregg Rippy also announced that SIPA would be presenting at the Colorado Digital Government Summit on June 22. He stated that in the last 30 days, we have stepped up the pace of what we are starting to roll out, and we're generating a buzz. He stated that the agencies deserve a lot of credit as their back offices are doing a lot of heavy lifting. He stated that without the cooperation of agencies, we wouldn't be able to get all of this done.

Discussion:

Jack Arrowsmith stated that he had a question about scoring projects. He asked who was on the scoring team.

Gregg Rippy stated that the scoring team consists of the two SIPA staff members, and two representatives from Colorado Interactive for our part of the scoring. However, he stated, the EGE's also self-score. They get to score themselves and determine where the project is in their list of priorities and what resources they have available. The EGE self-scoring accounts for about half of the total score.

Senator May stated that he knows the e-mail would not be handled by SIPA, but he was wondering if the e-mail would go through the portal.

Gregg Rippy stated that he couldn't answer that for sure. However, he stated that there was a presentation given at the IMC on the subject of e-mail. He stated that Guy Mellor did a survey of e-mail accounts and other things going on in the state. It gave a good baseline and rationale as to why we need to consolidate. Gregg Rippy added that IT as an enterprise solution is best fit in DoIT.

Henry Sobanet added that the state has engaged a contractor to assess where all the servers are and how many e-mail addresses exist. Then they will determine how much it would cost for one domain, etc. They are trying to get down to twelve servers from something like 100 servers. He stated that he hopes it will be cost effective, but they are not sure yet.

B. General Manager's Report, Rich Olsen

Rich Olsen explained that he usually likes to get the GM Report to the Board a couple of days early, but since it's the first day of the month he apologized that he couldn't get it to the group. He stated that Gregg Rippy covered a lot in his update, but he would go into detail.

Project Report

Web Content Management

The Web content management system is live and on production machines. OIT has been the pilot of the project, and their staff will be trained starting June 15. Currently OIT is being handled as a user now, and then CI will allow them to build the site. It will be a lot of work, but it will be great for departments to have this as a resource. There are currently 14 departments and agencies setting up for the system. Rich Olsen stated that it would be a well-received project. He added that accessibility standards have a rating system, and the higher the rating the better. Colorado.gov is currently rated as a two, and the new templates are rated at a three.

Payment Engine

The payment engine is in final testing. In the GM Report it is counted as complete because it will be complete next week. The credit card tests are going well, and COFRS testing is going well. Rich Olsen stated that he is confident in saying that it will be complete next week.

Great Colorado Payback

The Great Colorado Payback is live. There is a search and submittal portion. About 3000 requests have gone through so far, and this number will jump significantly after the press event. Rich Olsen also explained that there is a concurrent service through Treasury's 3rd party vendor. Next week, everything will be moved over to the new service and the new website. Rich Olsen expressed that the Department of Treasury has been great to work with. They have moved roadblocks and made things happen.

Google Search Engine

The Google search engine is in production, and it will go live next week. Rich Olsen added that Colorado.gov only releases applications Monday, Tuesday and Wednesday. They want to make sure that everyone can watch to make sure that nothing goes wrong. They never launch anything over the weekend. Rich Olsen went on to explain that everyone will be surprised at how much better Google will work, but Verity will not go away. There are a lot of agencies that will still use Verity, and Archives will be keeping it up until everyone can be switched to Google.

Projects Queue

Interactive Driving Records

This is yellow right now because there has been a reallocation of resources on the Department of Revenue's side. Rich Olsen explained that this often happens after the legislature goes out of session because there are mandates that come down that have to take precedence. This is 70 percent or more complete; it's just on hold for the time being.

Auto Dealers Salesperson Licensing

This will allow 30,000 salespersons to obtain licensing online.

Discussion:

Senator May asked if this was only for the dealers.

Michael Cooke stated that it is for salespersons not dealers.

Website Project Queue

Rich Olsen directed the audience to the Website Project Queue on page 5. He stated that there are quite a few projects in this queue, and some static Websites are being developed by necessity of timing. He added that OIT was one of the static Websites developed. The content management portion is coming up on June 15.

Henry Sobanet asked Rich Olsen to explain "static".

Rich Olsen stated that static means that CI built and released the site. When agencies use the Web content management system, they will build their own sites.

Gregg Rippey added that the reason the Websites are kept in a separate queue is so that they can be tracked. He stated that he spoke with Rich and they determined that it might also be helpful to have a separate payment engine queue that shows which EGE's are lining up to utilize the payment engine. He stated that it is more like a sub queue of the general application queue.

Rich Olsen added that it's important to keep the queues separate because an EGE wanting to utilize the payment engine shouldn't have to be funneled through other applications. These are projects that can easily be fast tracked.

Department of Regulatory Agencies (DORA) Dreamweaver Application

Rich Olsen stated that the DORA Dreamweaver Application is also in active development. DORA is going to the new look and feel. They are not quite ready to use the system, but Colorado Interactive is assisting them in building the site. It's basically just some graphical work and the templates for the look and feel.

Portal Metrics

Rich Olsen reported that the portal metrics are stable between 2 and 2.6 million visits to Colorado.gov. He stated that it would be interesting to see if there is a jump in June. He stated that he is also curious to see what happens when the Governor appears on TV for new services. Rich Olsen added that Colorado.gov has been working with the Governor's Office and the Department of Treasury to get the press event set up. He stated that the Governor is the first choice for the event, and if he is not available then Colorado.gov would ask Representative Cadman (SIPA Board Chair) to take his place. The second portion of the press plan is to do drop ins at Colorado Springs and Grand Junction stations.

Financial Report

Rich Olsen reported that revenues for April were 476,180 dollars, and the SIPA revenue share was 46,857 dollars. Rich Olsen stated that the revenues were not as strong in April, but they are still right on track. He stated that the days of being worried about consistency are over. The self-funded model has been running for about six months, and revenues seem very steady.

Marketing

Rich Olsen reintroduced Jill Janicki, Colorado.gov Marketing Executive. He stated that Colorado.gov is getting a lot of traction. Colorado.gov joined the Colorado Association of Commerce and Industry, which is a big step. He stated that the association will be great to work with, and it will be a very beneficial membership.

Discussion:

Jack Arrowsmith referred to page seven in the GM report, and he asked why metrics were unavailable for Live Help.

Rich Olsen stated that those metrics aren't available until the fourth of the month. He stated that the metrics would be sent to the Board at a later date.

Senator May stated that along those lines, it seems like there is a conflict in having the SIPA Board meetings the first of the month for reporting reasons. He suggested that the Board might consider moving the meeting to a later date or have a cutoff date for reporting.

Rich Olsen stated that he would hate to mess around the schedule. He added that he could always come in and apologize for not having all the reports and send them out as soon as possible.

Gregg Rippy added that a self-imposed cutoff date might not help because some of the information comes in at the end of the month.

Senator May commented that when looking at the first page of Colorado.gov, there is a lot of stuff. He added that if you can't find what you're looking for, you have to go somewhere else.

Rich Olsen stated that Colorado Interactive maintains the site, but they didn't design it. A new design might be out after the first of the year. Over the upcoming months, the site will be improved gradually.

Senator May stated that he thinks it would be neat to have a welcome to Colorado when you first come onto the site.

Rich Olsen stated that Utah.gov just designed new site, which is similar to what Senator May was explaining. He recommended taking a look at their site.

Gregg Rippy added that Henry Sobanet has been asking when can we have something that says, "my car", "my business", etc. Gregg Rippy stated that the bottom line is that we need some underlying applications first. A lot of people know where to go in terms of agencies. However, the citizen wants to be able to get to right where they want to go. There are three things that are very important to citizens including: car, business and taxes. Gregg Rippy stated that we will focus on what citizens want from their government.

Senator May stated that he couldn't find "There Ought to Be a Law" on Colorado.gov.

Henry Sobanet stated that the issue is that "There Ought to Be a Law" is very staff intensive. It's difficult enough to keep up with the current. He added that if you treat it seriously, it takes a long time to do the response. "There Ought to Be a Law" was really neat, and we wanted something up by the State of the State Address. However, it became evident very quickly that there just wasn't enough staff.

Senator May stated that maybe the suggestions could be e-mailed directly to the appropriate senator or representative by the citizen typing in his or her address.

Jack Arrowsmith stated that when the Board first saw a presentation from the Center for Digital Government, they saw what the different viewers wanted whether the viewers were kids, Spanish-speaking, etc. He asked if that was still a trend.

Rich Olsen stated that with personalization, citizen sees what they want to see. It can be customized to show what they always look at. He stated that this was popular several years ago, but they found out that nobody went out and built their profile. It takes some work to describe what you want to see, and people just didn't do it. The trend is heading toward portals for specific groups of people. For example: Kids portal, senior portal, etc. He stated that senior citizens, for example, want to see services related specifically to them.

Gregg Rippy stated that one of the issues with the Colorado.gov site is trying to keep consistency with branding Colorado. Instead of going out there and changing everything, we are trying to stay with OEDIT and OIT in maintaining the look and feel. It can limit flexibility, but we will see an evolution of what the first page looks like. As this occurs, we will be sure to keep in contact with OIT and OEDIT.

Senator May reverted back to the "There Ought to be a Law" discussion. He said he still sends questions back to the agencies if it's related to them.

IV. Additional Discussion

Tambor Williams stated that she wasn't sure where her comments belong (maybe the Business Committee), but she wanted to bring them before the Board. Tambor Williams stated that her concern is with charging a convenience fee for getting licenses online, as this is not compatible with Department of Regulatory Agencies (DORA) and other current policies. She stated that a discussion should take place in some arena. Tambor Williams added that another concern, which is unique to DORA and having outsourced contracts, is that they have a special relationship with COFRS and the Controller. She stated that this is not common around the state. Tambor Williams went on to explain that as we proceed with the portal, she wants to be sure that there is enough flexibility with these issues because they are very important to how DORA looks to the public. This would decline the public perception of what DORA does for the public. Again, Tambor Williams stated, she is not sure where her comment fits, but she wanted to be sure to share them with the Board.

Gregg Rippy thanked Tambor for the meeting last week. He stated that the issue is very relevant to DORA. He stated that SIPA could meet every requirement of DORA so that DORA can continue to do business as usual. Gregg Rippy stated that the Department of State also has some of the same issues. He stated that he is still waiting on some information, but he thinks we will be in a fine place. He added that, in regards to the master credit card agreement, it is not a revenue source but a pass-through cost.

Senator May asked how an inquiry at DORA is handled if someone already has a license. He asked if there was a charge to search.

Tambor Williams stated that there is no charge. There is an online search, and anyone can see who is active, inactive, disciplined, etc.

Bob Feingold asked if SIPA's action items had been completed for the State IT Strategic Plan.

Gregg Rippy stated that the action item was complete. The action item was to provide a catalogue of services, which has been posted to the SIPA Website and sent to OIT.

Gregg Rippy stated that he had another question for Henry Sobanet. He explained that following a conversation with John Picanso, there was an issue brought up about decision items.

Henry Sobanet stated that he had spoken with John Picanso. He explained that the idea originally was that he wanted to make sure we didn't lose any opportunities to connect something to the portal. The state created the portal so that things could be migrated to it. As OIT reviews projects and OSPB reviews budgets, he saw it as an opportunity to synchronize. Henry Sobanet stated that it sounded like some Board members were unsure of that kind of relationships, but he stated that he didn't want it to be a casualty of misunderstanding.

Gregg Rippy clarified that it was actually a concern of Mike Monkman (OSPB) as to whether or not it would be appropriate in rules.

Henry Sobanet stated that it shouldn't be caught up in rules because they want to be able to send things up to the portal. He stated that it would be worked out.

Senator May asked Rich Olsen if he wanted to say something about the NIC conference.

Rich Olsen stated that the dates of the conference are August 8, 9, and 10. He added that a Website would be available next week.

V. Agenda Items for Next Meeting

None specific.

Next meeting is scheduled for:

Thursday, July 6, 2006

1:30 p.m. – 4:00 p.m.

Department of Regulatory Agencies

1560 Broadway

Conference Room 1380

Denver, CO

VI. Adjournment

The meeting adjourned at 2:40 p.m.